

## How to Create an ID.me Account and Upgrade to a Premium My HealtheVet Account

### Introduction:

My HealtheVet users have a choice to use their My HealtheVet or a Sign-in Partner credential to log into My HealtheVet. The ID.me credential is now accepted as a My HealtheVet Sign-in Partner on the My HealtheVet and AccessVA websites. ID.me is a secure login provider certified by the federal government. ID.me is designed to help citizens login to multiple government websites with a single account. Any My HealtheVet user, including caregivers, can create an ID.me credential. My HealtheVet users who already have an ID.me credential to log into other VA websites can use their ID.me credential to log into My HealtheVet.

This document outlines how to create an ID.me credential and other functions below all in one session!

Users can:

1. Sign up for an ID.me account to create an ID.me credential from the My HealtheVet website Login page or AccessVA website  
Note: The AccessVA process follows the explanation of the My HealtheVet process
2. Use their ID.me credential to register for a My HealtheVet account  
Note: Users will have an ID.me credential and a My HealtheVet credential
3. Log into their My HealtheVet account with either their credential or ID.me credentials
4. Use their ID.me credential to upgrade their Advanced My HealtheVet account to a Premium My HealtheVet account

### How to what? Guide

- (1) Go to the My HealtheVet homepage at <https://www.myhealth.va.gov> and select **Login**
- (2) Select **Sign in with ID.me**
- (3) Select **Accept**
- (4) Select **Sign up for an account**  
Note: Users are on the ID.me website until Step 19.
- (5) Enter email and password, accept **Terms of Service**, then select **Sign up**  
Note: The email address cannot be edited or shared with another ID.me account once confirmed. Be sure that the chosen email address is one you check often.
- (6) Enter your phone number, choose text message or phone call, and select **Continue**  
Note: The phone number cannot be edited or shared with another ID.me account once confirmed. Be sure that the chosen phone number is one you check often.
- (7) Enter the 6-digit code sent to your phone and select **Continue**
- (8) Verify your identity by answering questions. Users can also use their Driver's License or Passport if either identification is on-hand:  
Note: Selecting the Driver's License or Passport option bypasses steps 9-11 because your identification forms provide the information collected in those steps.
- (9) Enter your personal information and select **Submit my information**
- (10) Enter your address and select **Submit address**

- (11) Enter your phone number and select **Submit phone**
- (12) Enter your Social Security Number and select **Submit SSN**
- (13) Check the confirmation box and select **Verify my information**
- (14) Answer your verification questions and select **Submit** answers
- (15) Wait as this screen confirms your phone number
- (16) When this confirmation appears, Select **Continue**

(17) Select **Allow**

(18) Wait as the My HealtheVet screen loads

Note: User returns to My HealtheVet website.

(19) Select **Register**

(20) Select your relationship to VA

(21) Enter your identification information

(22) Enter your contact information

(23) Choose your My HealtheVet User ID and Password

(24) Choose My HealtheVet security questions and enter answers

(25) Check the My HealtheVet **Terms and Conditions** box and select **Create Your Account**

Note: After successfully registering for a My HealtheVet account, users will land in their new My HealtheVet Advanced Account. Users should then select to upgrade their account to Premium.

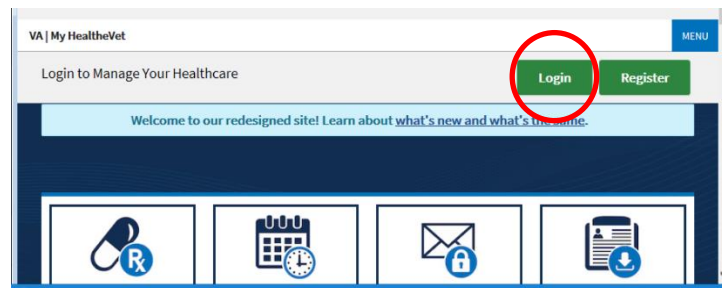
(26) Select **Upgrade Now**

(27) Check the box to confirm you are the account owner and select **Continue**

(28) You now have a Premium My HealtheVet account

Below are step-by-step instructions with screenshots to guide users on how to create a Premium My HealtheVet Account and link to ID.me. To begin:

1. Go to the My HealtheVet homepage at <https://www.myhealth.va.gov> and select **Login**:



2. Select **Sign in with ID.me**:

Login to Manage Your Healthcare
Register

My HealtheVet / User Login

### Login to My HealtheVet

or [create an account](#)

My HealtheVet User ID

My HealtheVet Password

[Show](#)

By clicking on the Login button below, you are agreeing with the System Use Warning Notice.

Login

[Forgot User ID?](#)

[Forgot Password?](#)

### Or Use a Sign-in Partner

[Register for a Sign-in Partner](#) or [Learn More](#)

	Sign in with DS Logon
	Sign in with ID.me

#### System Use Warning Notice

I understand that I am accessing a U.S. Government information system (system) operated by the Department of Veterans Affairs (VA).

I understand that as an authorized user I may only access information to which I have the legal authority to view and use. VA will monitor and record activity on this system to protect the system and its information and may use that monitoring information for official administrative or legal purposes.

I understand that unauthorized use of the system such as gaining unauthorized access to data, changing data, causing harm to the system or its data or misuse of My HealtheVet components is prohibited and may result in criminal, civil, or administrative penalties.

I also understand that VA can suspend or stop my use of this system if VA suspects any unauthorized use of the system attributable to my account has occurred.

By accessing this system, I hereby acknowledge the above and consent to such monitoring.

Version 1.0: Updated May 2017

### 3. Select **Accept**:

Login to Manage Your Healthcare
Register

My HealtheVet / User Login

### Login to My HealtheVet

or [create an account](#)

My HealtheVet User ID

My HealtheVet Password

[Show](#)

By clicking on the Login button below, you are agreeing with the System Use Warning Notice.

Login

[Forgot User ID?](#)

[Forgot Password?](#)

### Or Use a Sign-in Partner

You are being sent to a secure webpage on the ID.me website to register or log in to your account. After you log in, you will be sent to My HealtheVet (MNV).

By continuing you agree to the terms of VA System use.

Cancel Accept

#### System Use Warning Notice

I understand that I am accessing a U.S. Government information system (system) operated by the Department of Veterans Affairs (VA).

I understand that as an authorized user I may only access information to which I have the legal authority to view and use. VA will monitor and record activity on this system to protect the system and its information and may use that monitoring information for official administrative or legal purposes.

I understand that unauthorized use of the system such as gaining unauthorized access to data, changing data, causing harm to the system or its data or misuse of My HealtheVet components is prohibited and may result in criminal, civil, or administrative penalties.

I also understand that VA can suspend or stop my use of this system if VA suspects any unauthorized use of the system attributable to my account has occurred.

By accessing this system, I hereby acknowledge the above and consent to such monitoring.

Version 1.0: Updated May 2017

### 4. Select **Sign up for an account**:

## ID.me

### Sign In

or [sign up for an account](#)

Email

test+ccvix\_10@id.me

Password

\*\*\*\*\*

Sign in

OR

Facebook ID Google ID


LinkedIn ID

[Forgot your password?](#)

[What is ID.me?](#) | [Terms of Service](#) | [Privacy Policy](#)

Note: Users are on the ID.me website until Step 18.

5. Enter email and password, accept **Terms of Service**, then select **Sign up**:  
**Note:** The email address cannot be edited or shared with another ID.me account once confirmed. Be sure that the chosen email address is one you check often.



**Sign Up** or [sign into your account](#)

Email


Password

Confirm password

☐ I accept the ID.me [Terms of Service](#) and [Privacy Policy](#)

**Sign up**



6. Enter your phone number, choose text message or phone call, and select **Continue**:  
**Note:** The phone number cannot be edited or shared with another ID.me account once confirmed. Be sure that the chosen phone number is one you check often.



**Complete your sign in**

You will receive a 6-digit code at the following number:

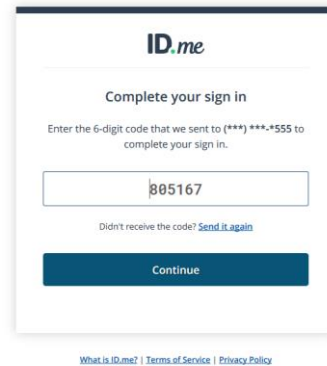
How would you like to receive the code?

 Text message	 Phone call
---	---

**Continue**

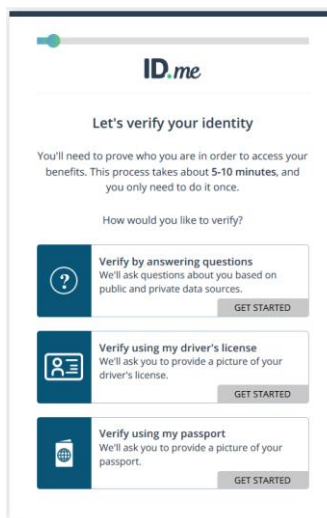
[What is ID.me?](#) | [Terms of Service](#) | [Privacy Policy](#)

7. Enter the 6-digit code sent to your phone and select **Continue**:



The screenshot shows the ID.me sign-in completion screen. At the top is the ID.me logo. Below it, the heading "Complete your sign in" is followed by instructions: "Enter the 6-digit code that we sent to (\*\*\*) (\*\*).555 to complete your sign in." A text input field contains the code "805167". Below the field is a link: "Didn't receive the code? [Send it again](#)". A large blue "Continue" button is at the bottom. At the very bottom, there are links for "What is ID.me?", "Terms of Service", and "Privacy Policy".

8. Verify your identity by answering questions. Users can also use their Driver's License or Passport if either identification is on-hand:



The screenshot shows the ID.me identity verification options screen. At the top is the ID.me logo and a progress bar. The heading "Let's verify your identity" is followed by text: "You'll need to prove who you are in order to access your benefits. This process takes about 5-10 minutes, and you only need to do it once." Below this is the question "How would you like to verify?". There are three options, each with an icon, a description, and a "GET STARTED" button: 1. "Verify by answering questions" (question mark icon) with the description "We'll ask questions about you based on public and private data sources." 2. "Verify using my driver's license" (driver's license icon) with the description "We'll ask you to provide a picture of your driver's license." 3. "Verify using my passport" (passport icon) with the description "We'll ask you to provide a picture of your passport."

**Note:** Selecting Driver's License or Passport option bypasses steps 9-11 because your identification forms provide the information collected in those steps.

#### 8a. Driver's License

- 1a. Select **Take a picture with my phone** or **Upload from my computer**.



The screenshot shows the ID.me driver's license submission screen. At the top is the ID.me logo and a progress bar. Below it is the heading "Submit your driver's license" followed by the question "How do you want to submit your driver's license?". There are two large blue buttons: "Take a picture with my phone" and "Upload from my computer". Between these buttons is the word "or". At the bottom is a "Go back" link.

2a. If **Take a picture with my phone** is selected, enter your mobile phone number and select **Send me the link**. Then, use your phone to take and upload pictures of your Driver's License to the link.

The screenshot shows a mobile app interface with a progress bar at the top. Below the progress bar is the ID.me logo followed by a plus sign and the Department of Homeland Security seal. The main heading is "Take a picture of your driver's license". Below this is a subheading: "Send us your mobile phone number, and we'll text you a link to take a picture of your driver's license." A light gray box contains the text: "Your phone must have a camera and web browser." Below this is a text input field labeled "Mobile Phone Number" with a placeholder "( ) - \_\_\_\_ - \_\_\_\_". At the bottom is a dark blue button labeled "Send me the link" and a blue link labeled "Go back".


3a. If **Upload from my computer** is selected, upload the photos of your Driver's License.

## 8b. Passport

1a. Select **Take a picture with my phone** or **Upload from my computer**.

The screenshot shows a mobile app interface with a progress bar at the top. Below the progress bar is the ID.me logo followed by a plus sign and the Department of Homeland Security seal. The main heading is "Submit your passport". Below this is a subheading: "How do you want to submit your driver's license?". There are two dark blue buttons: "Take a picture with my phone" and "Upload from my computer", separated by the word "or". At the bottom is a blue link labeled "Go back".

2b. If **Take a picture with my phone** is selected, enter your mobile phone number and select **Send me the link**. Then, use your phone to take and upload pictures of your Passport to the link.



### Take a picture of your passport

Send us your mobile phone number, and we'll text you a link to take a picture of your passport.

Your phone must have a camera and web browser.


Mobile Phone Number

Send me the link

[Go back](#)

3b. If **Upload from my computer** is selected, upload the photos of your Passport.

9. Enter your personal information and select **Submit my information**:



### Enter your personal information


Please enter your full legal name and birth date as they appear on your official documents.

First Name	Middle Name
<input type="text" value="NEWTESTID"/>	<input type="text" value="SIX"/>
Last Name	Suffix
<input type="text" value="MHVSATOMI"/>	<input type="text"/>
Date of Birth (mm/dd/yyyy)	Gender
<input type="text" value="03/21/1971"/>	<input type="radio"/> Male <input checked="" type="radio"/> Female

Submit my information

[Go back](#)

10. Enter your address and select **Submit address**:



### Enter your address

Please enter your most recent address below even if it differs from your driver's license. If you have trouble verifying, you may need to use an older address.

Home Street Address (No P.O. Boxes)

City


State

Zip Code

**Submit address**


[Go back](#)

11. Enter your phone number and select **Submit phone**:




### Enter your phone number

What type of phone do you have?



Smartphone with a web browser



Home phone or cell phone without a web browser


Smartphone Number

If you also have a home phone number, please enter it below to help us locate your records.

Home Number

**Submit phone**

12. Enter your Social Security Number and select **Submit SSN**:



### Enter your Social Security Number

Your social security number is needed to verify your identity. We will never reveal your personal information without your permission.

Social Security Number

Confirm SSN

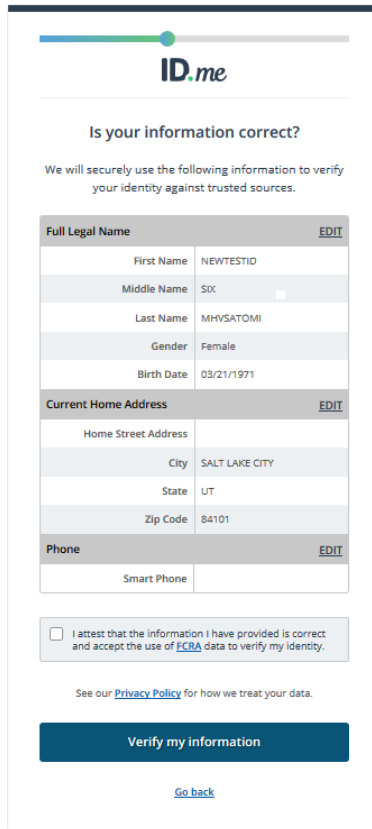
**Submit SSN**

[Go back](#)

[What is ID.me?](#) | [Terms](#) | [Privacy Policy](#)

13. Check the confirmation box and select **Verify my information**:





The ID.me logo is at the top. Below it, the heading "Is your information correct?" is followed by a paragraph: "We will securely use the following information to verify your identity against trusted sources." The form is divided into three sections: "Full Legal Name", "Current Home Address", and "Phone". Each section has an "EDIT" link. The "Full Legal Name" section contains fields for First Name (NEWTSTID), Middle Name (SX), Last Name (MHVSATOMI), Gender (Female), and Birth Date (03/21/1971). The "Current Home Address" section contains fields for Home Street Address, City (SALT LAKE CITY), State (UT), and Zip Code (84101). The "Phone" section contains a field for Smart Phone. Below the form is a checkbox with the text: "I attest that the information I have provided is correct and accept the use of ECRA data to verify my identity." Below this is a link to the Privacy Policy. At the bottom is a "Verify my information" button and a "Go back" link.

Full Legal Name		EDIT
First Name	NEWTSTID	
Middle Name	SX	
Last Name	MHVSATOMI	
Gender	Female	
Birth Date	03/21/1971	

Current Home Address		EDIT
Home Street Address		
City	SALT LAKE CITY	
State	UT	
Zip Code	84101	

Phone		EDIT
Smart Phone		

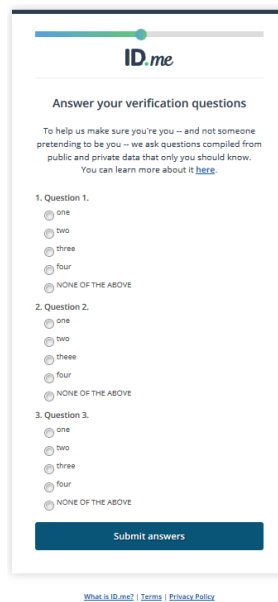
☐ I attest that the information I have provided is correct and accept the use of ECRA data to verify my identity.

See our [Privacy Policy](#) for how we treat your data.

[Verify my information](#)

[Go back](#)

14. Answer your verification questions and select **Submit answers**:



The ID.me logo is at the top. Below it, the heading "Answer your verification questions" is followed by a paragraph: "To help us make sure you're you – and not someone pretending to be you – we ask questions compiled from public and private data that only you should know. You can learn more about it [here](#)." Below this are three questions, each with five radio button options: "one", "two", "three", "four", and "NONE OF THE ABOVE". At the bottom is a "Submit answers" button. Below the form is a link to the Privacy Policy.

1. Question 1.

☐ one

☐ two

☐ three

☐ four

☐ NONE OF THE ABOVE

2. Question 2.

☐ one

☐ two

☐ three

☐ four

☐ NONE OF THE ABOVE

3. Question 3.

☐ one

☐ two

☐ three

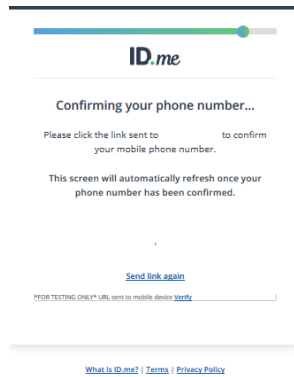
☐ four

☐ NONE OF THE ABOVE

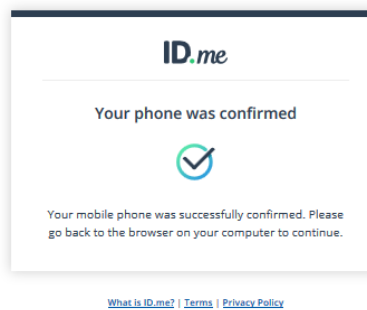
[Submit answers](#)

[What is ID.me?](#) | [Terms](#) | [Privacy Policy](#)

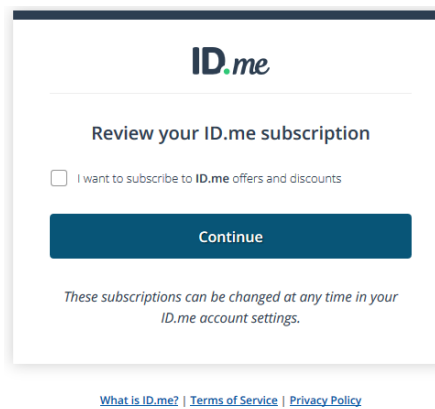
15. Wait as this screen confirms your phone number:



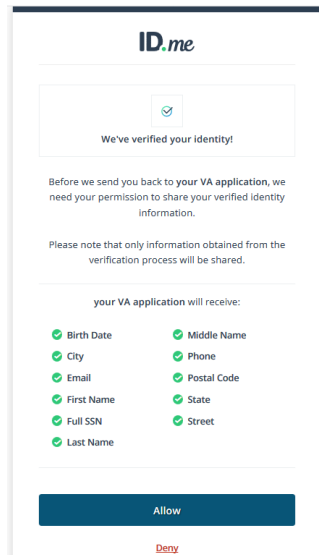
16. When this confirmation appears, continue:



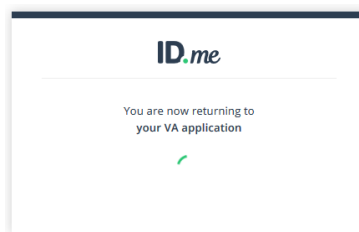
17. Select **Continue**:



18. Select **Allow**:

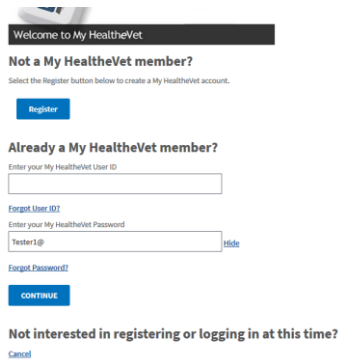


19. Wait as the My HealtheVet screen loads:



Note: User returns to My HealtheVet website.

20. Select **Register**:



21. Select your relationship to VA:

## Register as a My HealtheVet Member

Welcome to My HealtheVet registration. Complete this form to create your account. For your protection, this form will time out in 30 minutes. Please review the form and gather materials needed to complete it within 30 minutes.

\* Indicates Required Information

### 1 What is your Relationship to VA?\*

Check all that apply\*

- ☐ VA Patient
- ☐ Veteran
- ☐ Health Care Provider
- ☐ Veteran Advocate/Family Member/Friend
- ☐ VA Employee
- ☐ CHAMPVA Beneficiary
- ☐ Service Member
- ☐ Other

## 22. Enter your identification information:

### 2 Identification Information

This form must be completed to get a My HealtheVet account. Please review the pre-filled information in the gray shaded areas. If any of this information is incorrect, contact our [Help Desk](#) for assistance. Be sure to accept the Terms and Conditions and the Privacy Policy below.

First Name\* NEWTESTID

Middle Name  
If you have one SIX

Last Name\* MHSATONI

This will be used in the confirmation of your service record and is required if you are a VA Patient.

Social Security Number\* \*\*\* - \*\* - \*\*\*\*

Confirm Social Security Number\* \*\*\* - \*\* - \*\*\*\*

Date of Birth\* Mar 21 1971

Gender\* Female

## 23. Enter your contact information:

### 3 Contact Information

How would you prefer to be contacted? Email

Please provide an email address if you use email.

Email Address\* test@vccs\_idgtd.me

Confirm Email Address\*

Please provide a phone number if you own a phone.

Phone Number

Type of Phone Mobile

### 4 Notifications and Reminders

You have the ability to allow delivery of email notifications and reminders. Select the On button for each notification and reminder you want to receive.

Do Not Send Reminders ☐ On ☒ Off

Subscribe to Bi-Weekly Email Reminders ☐ On ☒ Off

VA Appointment Reminders ☐ On ☒ Off

## 24. Choose your My HealtheVet User ID and Password:

**5 Choose your User ID and Password**

Your User ID must have:

- 6 to 12 characters
- A combination of letters and numbers
- No spaces

Examples: Starfish\_JESmith, 1233bc  
Your User ID is not case sensitive.

User ID\*

Your Password must have:

- 8 to 12 characters
- A combination of letters and numbers
- One special character such as !, @, #, \$, %, ^, &, \*
- No spaces

Examples: K1st0r1an, some\_p@ss, g1v3n3d10  
Your password is case sensitive, and it cannot be the same as the User ID.

Password\*

Confirm Password\*

[Hide](#) [Hide](#)

25. Choose security questions and enter answers:

**6 Security Questions**

Security questions are asked to confirm your identity. These questions will be asked if you cannot remember your User ID and/or Password. Be sure to select questions and answers you will remember. The answers to the questions are case sensitive.

Question 1\*

Answer 1\*

You must select two different questions. A different answer is required for each question.

Question 2\*

Answer 2\*

**7 Accept the Terms and Conditions**

To create your account you must accept the My HealthVet Terms and Conditions.

☐ Accept\* [My HealthVet Terms and Conditions](#)

Select the **SAVE** button below to complete your My HealthVet registration. You will be taken to the My HealthVet homepage, already logged into your My HealthVet account.

[Create Your Account](#) [Cancel](#)

26. Check the **Terms and Conditions** box and select **Create Your Account**:

**6 Security Questions**

Security questions are asked to confirm your identity. These questions will be asked if you cannot remember your User ID and/or Password. Be sure to select questions and answers you will remember. The answers to the questions are case sensitive.

Question 1\*

Answer 1\*

You must select two different questions. A different answer is required for each question.

Question 2\*

Answer 2\*

**7 Accept the Terms and Conditions**

To create your account you must accept the My HealthVet Terms and Conditions.

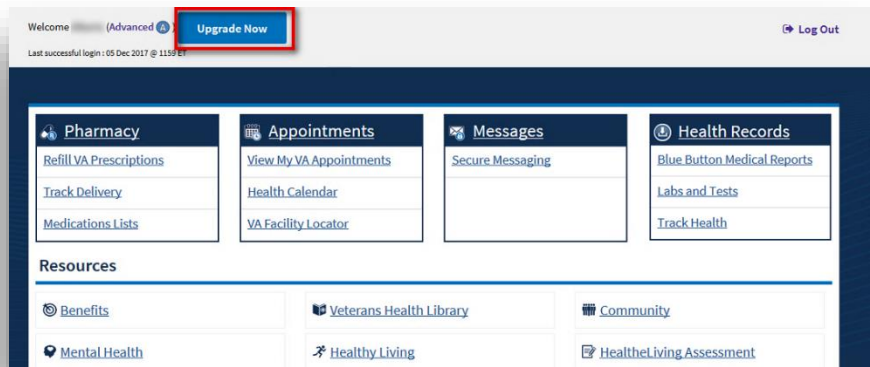
☐ Accept\* [My HealthVet Terms and Conditions](#)

Select the **SAVE** button below to complete your My HealthVet registration. You will be taken to the My HealthVet homepage, already logged into your My HealthVet account.

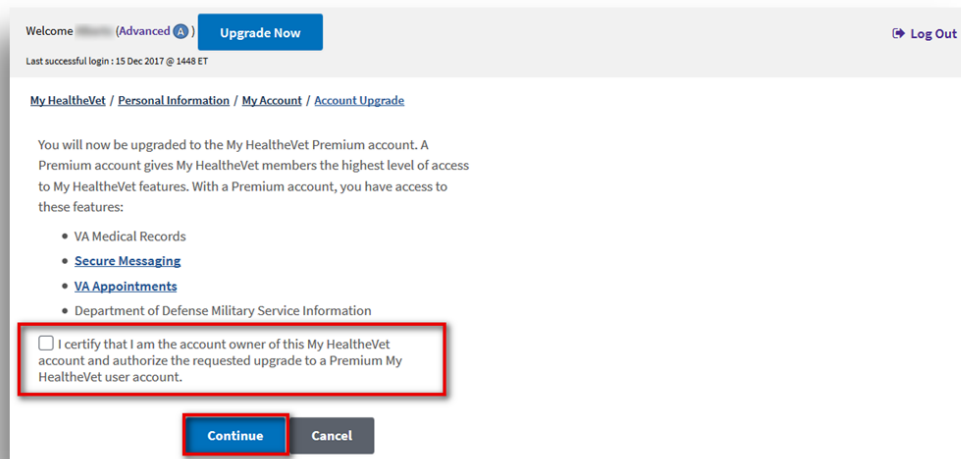
[Create Your Account](#) [Cancel](#)

**Note:** After successfully registering for an account, users will land in their *new* My HealtheVet Advanced Account. Users should then select to upgrade their account to Premium.

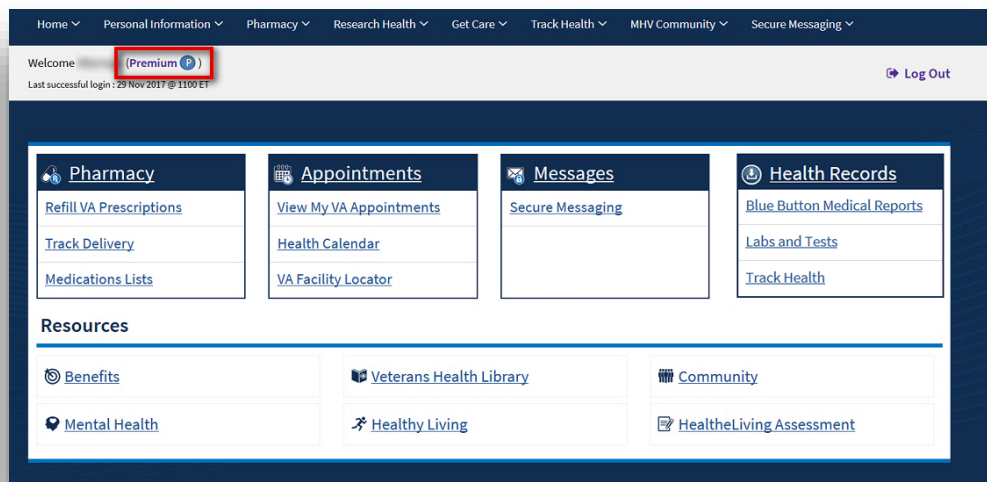
27. Select **Upgrade Now**:



28. Check the box to confirm you are the account owner and select **Continue**:



29. You now have a Premium My HealtheVet account:

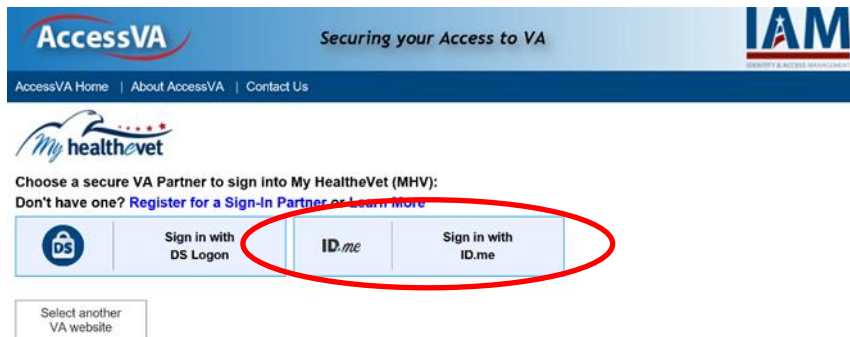


## AccessVA

1. Go to <https://www.access.va.gov/accessva/> and select My HealtheVet:



2. Select Sign in with ID.me:



3. Continue with Step 3 on page 2